

AUGUST/01 PROPOSAL	COMMENTS	NOVEMBER/01 PROPOSAL	FILED COMMENTS
1901-Definitions: 1. Authorized Carrier 2. Complainant 3. Customer 4. Customer Account Freeze 5. Executing Tele-Carrier 6. Letter of Agency 7. Slamming 8. Subscriber 9. Telecommunication Company 10. Unauthorized Change	Workshop Comment to include “verbal” within Customer Account Freeze.	1901-Definitions: 1. Authorized Carrier 2. Commission 3. Customer 4. Customer Account Freeze 5. Executing Tele-Carrier 6. Letter of Agency 7. Subscriber 8. Telecommunications Carrier 9. Unauthorized Carrier 10. Unauthorized Change 11. Unauthorized Charge	Qwest- ACC would be better to administer FCC rules. ACC should be consistent with Fed Rules, as well as consistent with Arizona Law. Qwest- ACC should adopt any comment not previously adopted to these rules. AT&T rules are inconsistent with Fed Rules, confusing-misleading, and unworkable.
Application: Telecom companies, wireless when required to provide equal access, or local number portability.	Workshop consensus that Local Number Portability is not material to Slamming, use equal access.	Application: Telecom companies, wireless when required to provide equal access.	Verizon Wireless Rules are authorized by Az Law, ACC has no jurisdiction over wireless.
1904-Company Change Procedures: 1. No change without authorization. 2. Keep Record for 12 Months. 3. No Customer Contact by Executing carrier. 4. Execute change promptly, no liability for process of Unauthorized Change. 5. Obtain authorization w/single contact.	Workshop discussion on liability of LEC, with no contact rule, change “company” to “carrier.”	1904-Company Change Procedures: 1. No change without authorization. 2. Keep Record for 12 Months. 3. No Customer Contact by Executing carrier. 4. Execute change promptly, no liability for process of Unauthorized Change. 5. Obtain authorization w/single contact.	AT&T: Revise to reflect Fed Rule.

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1905 Verification 1. Written or Internet. 2. Voice recorded. 3. Independent Third Party verification 4. Written is separate document, sole purpose is change, signed and dated. 5. Letter of Agency with check, customer notice, cannot contain promotional language. 6. Electronic Letter of Agency OK. 7. Voice record- confirm ID, authorized, requests change, w/ specifics. 8. Third party verification- Independent, record ID, authorized, requests change, with specifics.	Workshop consensus on Letter of Agency language to ensure marketing check proper, minor edits of punctuation, discussion on consistency with 64.1120/30 for contact with live person.	1905 Verification 1. Written, or Internet. 2. Voice recorded. 3. Independent Third Party verification. 4. Written is separate document, sole purpose is change, signed and dated. 5. Letter of Agency, w/check, customer notice, not contain promotional language. 6. Electronic Letter of Agency OK. 7. Voice record- confirm ID, authorized, requests change, with specifics. 8. Third party- Independent, record ID, authorized, requests change, W/specifics.	No Comments
1906 Notice of Change , Billing insert or bold notification of authorized change within 30 days.	Workshop discussion on Fed Truth in Billing Order, remove “address” use of “authorized carrier.”	1906 Notice of Change , Billing insert or bold notification of authorized change within 30 days.	No Comments
1907 Unauthorized Changes 1. Subscriber to notify Unauthorized Carrier within 60 days. 2. Unauthorized Carrier to take all action within control to return, 5 days. 3. Pay all charges to return customer to authorized carrier. 4. Absolve charges incurred if not paid	Workshop consensus change “Promptly notify” to “w/in 60 days” Insert qualifying language on Slam violation, section “C.” Agree to revise refund provisions, use “credit.” Revise “D” to ensure internal consistency with ACC rule 105.	1907 Unauthorized Changes 1. Subscriber to notify Unauthorized Carrier within 60 days. 2. Unauthorized Carrier to take all action within control to return, 5 days. 3. Pay all charges to return customer to authorized carrier. 4. Absolve charges incurred if not paid	AT&T 1907(B) misleads consumers, Unauthorized Carrier has no authority to switch, rule implies consumer to be returned in 5 days, this should be deleted. AT&T 1907 (C) is inconsistent with Fed. Rule, regarding “absolve” the Subscriber...for 60 days of service. Absolve suggests customer will be released, but section ALLOWS the customer to be

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<p>for 60 days.</p> <p>5. Forward Billing information to Authorized Carrier, MAY bill for service at authorized rates.</p> <p>6. Refund 150% of unauthorized Charges paid to the Authorized Carrier, for credit to subscriber's authorized charges.</p> <p>7. No disconnection during Slam dispute.</p> <p>8. Customer to pay all charges not in dispute.</p> <p>9. Retain record for 12 months.</p>		<p>for 60 days.</p> <p>5. Forward Billing info to Authorized Carrier, MAY bill for service at authorized rates.</p> <p>6. Refund 150% of unauthorized Charges paid to the Authorized Carrier, for credit to subscriber's authorized charges.</p> <p>7. No disconnection during Slam dispute.</p> <p>8. Customer to pay all charges not in dispute.</p> <p>9. Retain record for 12 months.</p>	<p>rebilled.</p> <p>AT&T Federal law allows a 30 day absolution period, ACC should be consistent.</p>
<p>1908 Notice of subscriber rights.</p> <p>1. Provide each subscriber, as new customer, in telephone Directory, on Website.</p> <p>2. Includes Contact Information.</p> <p>3. Description of prohibitions.</p> <p>4. Remedies.</p> <p>5. Reporting.</p>	<p>Workshop discussion on directory publish.</p> <p>Concern with reporting slam to ACC, as required.</p> <p>Consensus to remove bilingual requirements.</p> <p>Minor edits.</p>	<p>1908 Notice of subscriber rights.</p> <p>1. Provide each subscriber, as new customer, in telephone Directory, on Website.</p> <p>2. Includes Contact Info.</p> <p>3. Description of prohibitions.</p> <p>4. Remedies.</p> <p>5. Reporting.</p>	No Comment
<p>1909 Account freeze, LEC to offer on nondiscriminatory basis, separate authorization, confirmed, no charge, maintain record for 12 months.</p>	<p>Workshop discussion on minor edits: "unless" to "until," insert "lift the freeze." Strike "third party verification." Insert "conference call with carrier administering freeze."</p>	<p>1909 Account freeze, LEC to offer on nondiscriminatory basis, separate authorization, confirmed, no charge, maintain record for 12 months.</p>	<p>AT&T- ACC should allow Three way conference calling to lift freeze per federal regulations.</p>
<p>1910 Informal Complaint Process</p> <p>1. May file notice of slam.</p>	<p>Workshop consensus to insert "90 day" time frame to bring reasonable framework to concerns of "unlimited"</p>	<p>1910 Informal Complaint Process</p> <p>1. May file within 90 days of notice of slam.</p>	<p>Qwest Concern with Due Process.</p>

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2. In writing, telephone or e-mail. 3. Information to process. 4. ACC Staff to assist possible resolution. 5. Notify affected carriers of complaint, Require response in 5 days, Documentation of authorization within 10 days. 6. Review/ notify findings. 7. Party may appeal, or make formal complaint.	liability. Qwest Due Process issue.	2. In writing, telephone or e-mail. 3. Information to process. 4. ACC Staff to assist possible resolution. 5. Notify affected carriers of complaint, Require response in 5 days, Documentation of authorization within 10 days. 6. Review, notify findings. 7. Party may appeal, or make formal complaint.	
1911 Compliance and Enforcement If ACC finds violation, ACC may impose penalties. Penalties are in addition to all other causes of action, remedies and penalties.	Workshop edit to Insert “and hearing” in “B.”	1911 Compliance and Enforcement If ACC, after hearing, finds violation, ACC may impose penalties. Penalties are in addition to all other causes of action, remedies and penalties.	No Comments
1912 Waiver available upon showing of public interest.	No Comments	1912 Waiver available upon showing of public interest.	No Comments